

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: April 1, 2014

Leaf No. 101  
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Superseding Revision: 0

## GENERAL INFORMATION

### **5. TERMINATION OF SERVICE (Cont'd)**

#### **E. TERMINATION OF SERVICE DUE TO CUSTOMER REQUEST**

Upon receipt of either oral or written notification from the customer that, the customer will not require or be responsible for the electric service, the Company will attempt to read the meter on or about the day the customer requests discontinuance, render a final bill and at its option discontinue the service. In the case where the Company was unable to obtain an actual final meter reading, the Company may estimate the customer's final billing according to the best available information.

#### **F. TERMINATION OF SERVICE WHEN THERE IS NO CUSTOMER**

Applicability:

Nothing in this section shall affect the Company's right to suspend, curtail or disconnect service:

- (1) when there is no customer and service is being provided through tampered equipment;
- (2) when, in the case of a Non-residential customer, there is no customer and the Company can show that the user will require service for less than one week, provided the Company makes a reasonable effort to notify the user and provide the user with an opportunity to apply for service before termination;
- (3) when there is no customer and the Company has provided advance written notice to the occupant stating the Company's intent to terminate service unless the responsible party applies for service and is accepted as a customer. Such notice shall be made either by posting 48 hours or by mailing at least five, but no more than 30 calendar days before disconnection.
- (4) as permitted by Rule G of this part.
- (5) Nothing in this section shall affect a utility's obligation to comply with the additional requirements set forth in Rule 5.A.7 of this part relating to termination of service to multiple dwellings and two family homes.

#### **G. TERMINATION OF SERVICE DUE TO EMERGENCY CONDITIONS**

The Company will suspend, curtail or disconnect service without notice when:

- (1) An emergency may threaten the health or safety of a person, a surrounding area or the Company's generation, transmission or distribution systems; or
- (2) There is a need to make permanent or temporary repairs, changes, or improvement in any part of the Company's system; or
- (3) There is a governmental order or directive requiring the utility to do so.

However, the Company shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service may be interrupted for any of the above reasons.

The Company shall act promptly to assure restoration of service as soon as possible after the disconnection under this section. Service to residential customers will be restored before it may be terminated for any other reason. Non-residential service, however, need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Company has the lawful right to terminate service for any reason.

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